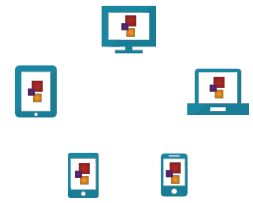


## Overview

# Business Continuity Services



## Business Continuity

Delivering superior resiliency and connectivity to keep your business running whatever happens.

Business Continuity is more than just backup and disaster recovery, it is ensuring your business is constantly connected whatever happens. Whether you experience an internet connection outage, server failure or data deletion, it is important to be prepared. We work with you to protect your systems and minimise the risk of downtime.

### Email Continuity

Ensuring 100% uninterrupted access to your emails through a reliable and secure backup email systems.

- 100% service availability SLA
- Uninterrupted access to emails and calendars
- Seamless integration with Outlook
- Automatic failover and fallback in an outage

### Email Archiving

Retaining an accurate, secure and complete backup of every email to ensure important information is never lost.

- Unlimited email backup
- Instant access to every email sent or received
- Emails stored in a tamper proof, secure format for reference in a legal or compliance issue

### Disaster Recovery & Backup

Storing your data both on and off-site to provide a complete backup and business continuity solution.

- Undertaking regular backups to protect your data
- Backups saved locally and in the cloud
- Full daily tests of all backups
- Secure storage to avoid data theft or loss

### Backup Internet Connection

Establishing a secondary internet connection to ensure you are constantly connected.

- Continuous internet connectivity
- Seamless switchover to backup line in event of failure
- Combination of wired and wireless connectivity for added fault tolerance

Responding to **99% of all requests within one hour** and resolving **75% within one hour.**

### Key Benefits

- Collaborative approach for your business needs
- 24/7 proactive monitoring and testing of your systems
- 100% email availability guaranteed
- Ability to recover files in minutes and your entire system in a matter of hours
- Reliable and responsive service to restore your data and minimise downtime

